e-Government Internship Program

Mission

Establish an internship program in the Miami-Dade County e-Government Department that allows entry-level candidates to gain experience in different areas of e-Government. The program will allow the county to apply the abilities of selected candidates with the potential to place these candidates in future permanent positions that contribute to the overall e-Government strategy of Miami-Dade County.

Program Description

The e-Government Internship program is made up of Trainees, Summer and Seasonal interns and will include the following:

e-Government Trainee
- e-Government Trainee positions are filled through a formal recruitment process and can be full-time or part-time positions. Candidates for the e-Government Trainee must be college Seniors or recent graduates of College or Graduate School.
- Candidates are interviewed, evaluated and selected for the internship program using an interview panel and standard rating form. Interviewers may be graduates of the program that have been placed in permanent technology positions in the county.
- 1-Year Program
- 5 ten week rotations selected from the following areas:
  - Online Services (mandatory Rotation)
  - Applications Academy
  - Applications Services
  - E-Services
  - E-Technologies
  - Information Technology Department/CTO
  - CIO's Office
  - Outstationed to County Departments
- Rotational areas will be jointly selected by the e-Government Internship Program Coordinator and intern.
- One double rotation can be selected
- Involvement in special events and projects
- First two weeks is made up of tours of County Departments and Agencies, where interns are provided with information and packages on the services provided by these areas. County staff will be called upon to assist with these tours.
- Additional Tours of the Information Technology Department, to provide a picture of the county's IT infrastructure.
- Exit interviews at the end of each rotation to gather trainee feedback.
- Supervisors provide evaluations at the end of each rotation.
- E-Gov Director and/or Program Manager will hold two feedback sessions during the year rotation.
- Trainees are required to complete a thesis paper on the one year program. The subject of thesis to be agreed upon by Trainee and Program Coordinator at the beginning of the program.
- Internship Program Manager will provide overall evaluation at the end of the year.
- Trainees are not guaranteed employment at the end of the program.

e-Government Summer Intern
- e-Government Summer Interns are identified and selected by the Employee Relations Department in conjunction with the County's Summer Internship yearly program and recruitment. These and can be full-time or part-time positions.

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- Supervisor will complete a Summer Intern evaluation form and identify interns for future internships.
- Interns recommended for future internships will not need to go through a future recruitment and selection process but may be placed at the discretion of the e-Government Program Manager.
- Interns will complete a Summer Intern Survey/Feedback Form.
- e-Government Internship Program Coordinator will perform an exit interview at the end of the Summer Internship and gather feedback.
- Summer Interns are not guaranteed future internships or permanent employment at the end of their internship.

e-Government Seasonal Intern
- e-Government Seasonal Intern positions are filled through a recruitment process and can be full-time or part-time positions. Previous recruitments will be reviewed to identify any qualified candidates.
- Candidates are interviewed, evaluated and selected for the internship program using a interview panel and standard rating form.
- Supervisor will complete a Seasonal Intern evaluation form and identify interns for future internships.
- Interns recommended for future internships will not need to go through a future recruitment and selection process but may be placed at the discretion of the e-Government Program Manager.
- Interns will complete a Seasonal Intern Survey/Feedback Form.
- e-Government Internship Program Coordinator will perform an exit interview at the end of the Seasonal Internship and gather feedback.
- Seasonal Interns are not guaranteed future internships and permanent employment at the end of their internship.

Benefits

The benefits to implementing an e-Government Internship Program at Miami-Dade County are as follows:
- Allows Miami-Dade County to train and evaluate prospective employees of the county (without guarantee of permanent employment).
- Serves as a training program for future employees and orientation to the overall e-Government strategy of Miami-Dade County.
- Provides a cost effective means of staffing projects to which permanent staff are not assigned.

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Action Plan

The following must be completed and in place for the e-Government Internship Program to function:

- Completion of e-Government Internship **Program Plan**.
- **Diagram of Internship Program** and processes for the Trainee, Summer and Seasonal Interns.
- Presentation and Communication to e-Government management on program and responsibilities of all parties.
- Complete **Marketing Presentation**.
- Create **Trainee Rotation Survey** to be complete by trainees at the end of each rotation.
- Create **Trainee e-Government Internship Program Survey** to be complete by trainees at the end of the 1 year program.
- Create **Trainee Evaluation Form** to be completed by rotational area Supervisor. This evaluation form shall note whether the trainee has future potential in this area and would recommend for permanent employment.
- Create **Summer and Seasonal Intern Survey/Feedback Form**.
- Create **Summer and Seasonal Intern Evaluation Form** to be completed by rotational area Supervisor. This form shall include a checkbox that recommends interns for future internships at Miami-Dade County.
- Create **Guidelines for Trainee Thesis Paper** that Interns must complete at the end of the year.
- Create **E-Government Internship Program Web site**.
- Create **Tracking sheet/rollbook or matrix** to track interns through their rotations
- Identify tours and create **curriculum for Trainee orientation**.
- Document **e-Government Internship Program Selection Process** for Trainee, Summer and Seasonal Interns.
- Create **Rating Forms per Technology Area** for Summer and Seasonal Interns (GIS, Network, Programming, Web Design…etc.)
- Define and document a **Formal Outreach Program to local Universities** for intern recruitments.
- Create **Internship/Rotation Contract** Template for the Internship/Rotational Area Supervisor to complete when accepting an Intern or Trainee in their area or department.

Marketing Plan

The e-Government Internship program shall be promoted as follows:

- Miami-Dade County's portal web site (www.miamidade.gov)
- Miami Herald Employment Listing
- Formal Outreach Program with Universities and Colleges

Dependencies

All rotational areas must foster the necessary learning to develop the skills of these interns for possible permanent employment in Miami-Dade County.

Funding Strategy

The e-Government Internship Program shall be funded as follows:

- The Chief Information Officer (CIO) office will provide annual funding for two Trainee positions, and all associated expenses (equipment, space, supplies, training, etc.) Departments are invited to fund additional Trainee positions and associated expenses as

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part of this program. In this case, a minimum of one rotation (the fourth rotation in the program) will take place in support of the funding department.

▶ Seasonal and Summer Interns will be funded by rotational department area. Funding by department area for Interns will include associated expenses, such as equipment, Personal Computers and office supplies.

Infrastructure Requirements

Within the 1st week of employment interns will be assigned an operational PC Desktop with network connectivity and network and email accounts.

Performance Measures

The e-Government Internship Program will measure it's performance in the following areas:

▶ Number of graduates from trainee program.
▶ Number of trainees successfully placed in permanent county positions.
▶ Number of Summer and Seasonal Interns placed in permanent county positions.

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Milestones		Agreements/Signatures	
Define and Finalize Program	4/15/02 – 5/31/02	Applications Academy and Online Services Manager	
Create all supporting documents for program (survey, evaluations, thesis requirements, web site..etc.)	6/03/02 – 6/14/02	Consultancy	
		e-Technologies Manager	
Order Laptops for Interns	6/03/02 – 6/07/02	Applications Services Director	
Identify tours and curriculum for intern orientation	6/03/02 – 6/14/02	e-Services Director	
		IT Business Office	
Interview Candidates	6/10/02 – 6/14/02	E-Government Department Director	
Begin Program with Selected Candidates	6/24/02	Chief Technology Officer (CTO)	
		Chief Information Officer (CIO)	
		Office of Management and Budget	
		County Manager	

CIO Goals

The e-Government Internship Program contributes to CIO's Information Technology Goal #1 to **"Use e-Government to expand county hours and service"**. For more information on this goal, please refer to the CIO's web site at http://www.co.miami-dade.fl.us/cio/goals/2_Goal_1.htm.

Appendix A – Organizational Structure of Applications Academy

See Organization Structure Diagram of Online Services and Applications Academy on the e-Government Program Plan web site**.**

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Appendix B – Roles & Responsibilities

▸ **Manager of Internship Program**
  ▸ Manages e-Government Internship Program
  ▸ Develop and maintain the e-Government Internship Plan inclusive of the mission, function, year-to-date action plan, marketing strategy, funding strategy, performance measures and milestones.
  ▸ Interview top candidates from interview panel and make recommendations.
  ▸ Holds two feedback sessions during the year rotation with enrolled interns.
  ▸ Manager of the Internship Program will provide overall evaluation at the end of the year.

▸ **Program Coordinator**
  ▸ Review candidate resumes and select qualified candidates for review by Program Manager
  ▸ Identify areas for tours and curriculum for orientation of selected interns.
  ▸ Schedule all rotational assignments selected by interns with area supervisors.
  ▸ Track each interns position in the rotation
    Review Thesis/White Paper from Interns that have completed program.
  ▸ Advice and Counsel candidates on future direction once program is completed.
  ▸ Point of contact for all candidates.
  ▸ Review all Intern Rotation Evaluations and Feedback for Interns
  ▸ Maintain files on all interns so that they are easily accessible to Program, Rotational Area Supervisors, E-Government Director and/or interested supervisors for future permanent employment.

▸ **Internship/Rotational Area Supervisor**
  ▸ Within 1st week of a rotation, Supervisor shall provide intern an area to work, identify necessary software and job responsibilities for 10-week rotation. Supervisor will arrange that identified software be loaded and operational on intern's computer.
  ▸ Rotational Area Supervisor will agree to the e-Government Internship Program Guidelines via a signed contract.
  ▸ Supervisor will ensure meaningful assignments and commitment to program.
    Note: If Program Coordinator deems the rotation is not successful, he/she has the authority to reassign intern.
  ▸ Perform Evaluation of Intern at the end of the rotation and perform exit interview.
  ▸ Communicate with e-Government Internship Program Coordinator on candidates that would be ideal for permanent employment in the future.

▸ **Interns**
  ▸ Select Rotations
  ▸ Learn functions and responsibilities at each rotation.
  ▸ Provide feedback during exit interviews and feedback sessions.
  ▸ Prepare a thesis/white paper of e-Government Internship experiences.
  ▸ Intern shall complete a survey of each rotational area.
  ▸ If selected for permanent employment, participate in future intern recruitments.
  ▸ Upon completion of program, interns will return laptops.

▸ **e-Government - IT Business Office Personnel Technician**
  ▸ Arrange Interviews of candidates for e-Government intern openings.
  ▸ Contact Department HR representative to arrange for new employment screening and paperwork of selected candidates.

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▸ Arrange and schedule tours and orientation of selected interns
▸ Gather all Intern Rotation Evaluations and Feedback for Interns
▸ Gather rotation Surveys from Interns
▸ Gather e-Government Internship Program Surveys from Interns
▸ Gather Thesis/White Papers from E-Government Interns
▸ Arrange for creation of letters to applicants not selected for interview.
▸ Arrange for creation of letters to interviewed applications that were not selected for intern position.
▸ Arrange for creation of offer letter to selected candidate(s).
▸ Provide assistance with all matters related to county Human Resource policies and procedure.

▸ **Chief Information Officer's (CIO) Office**
▸ Fund core e-Government Internship Program

▸ Fund 2 Trainee positions and associated expenses, such as equipment, Personal Computers and office supplies.

▸ **Departments**
▸ Fund Summer and/or Seasonal e-Government Interns, or Trainees.
▸ Provide workspace and tools to complete internship assignments.
▸ Commitment to the e-Government Internship Programs.
▸ May participate in the Intern or Trainee selection process while following the program guidelines.
▸ Assign department a Liaison to work with the Program Manager.
▸ Assign Internship/Rotational Supervisors and ensure they are fully informed of program and their responsibilities.

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Appendix C – Budget Information

See Applications Academy Budget on the e-Government Program Plan web site.

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Appendix D – Marketing Presentation

e-Government Internship Program Marketing Presentation to be developed…. Will assist in the promotion and education of the program.